

Customer Success Service - Service Level Agreement (SLA)

Request types				
Support	In the event of deviations from the target status caused by a development or configuration error in our systems, we provide free support in accordance with the SLA.			
Service	Any changes requested or required due to external factors (e.g. adjustments to existing transports or interfaces) as well as consulting and training services will be charged according to time and effort or in consideration of the booked service package.			
Response time				
Definition	<p>The response time describes the time between the receipt of the ticket and the complete clarification of the incident <u>or</u> the start of the necessary technical measures.</p> <p>During processing, there may be questions for the ticket creator or third parties. The response time is paused until these have been clarified.</p> <p>Our Service & Support promises to always respond as quickly as possible to all tickets and to resolve everything as quickly as possible. The SLA response times only define the guaranteed maximum. If this is not met by us, you will not incur any costs.</p>			
Severity	Immediate	High	Medium	Low
Definition	A system does not work or is not accessible. It is not possible to work with the system.	A business-relevant process does not work. There is not an acceptable workaround.	Individual processes do not work properly.	Non-business-relevant processes are influenced.
Examples	Clearing, combobox, web service or platform failure.	All messages of one type are transmitted incorrectly/not at all or a configurator is not accessible.	Individual messages are transmitted incorrectly or incorrect price calculations are made for individual programs.	Spelling mistakes or cosmetic defects.
Support				
Standard-SLA	1 hour	2 days	1 week	4 weeks
Premium-SLA		1 day	3 days	2 weeks
Service				
Standard-SLA	–	2 weeks	4 weeks	8 weeks
Premium-SLA	–	1 weeks	2 weeks	4 weeks